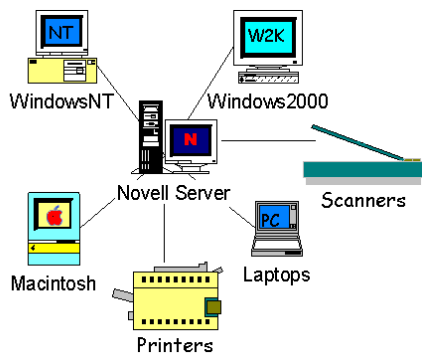# Information Technology Support

Desktop Support

The main function of desktop support is to provide timely and reliable computer support for users. The Information Technology Support team for the Division of Mass Transportation (DMT) is in charge of maintaining desktop hardware (PCs, Printers, scanners, and Presentation Systems) and software applications supported by Caltrans.

Currently, the Information Technology Support team provides expertise for software applications on both Macs and PCs. These software applications include, but are not limited to, Lotus Notes, TOPSS, Microsoft Office, Novell, and Macintosh and Windows operating systems.

Networking Support

On the networking side, the Information Technology Support team ensures total system availability 24 hours a day, seven days a week. This guarantees that users can always access their work files from the Novell server. Currently the Information Technology Support team is responsible for:

- Troubleshooting Network/Software/Hardware
- Managing projects to improve the effectiveness and efficiency of DMT's 100+ workstation network. The workstations include Macs and PCs.
- Identify and resolve network management issues associated with file storage, remote access, and in-house network accessibility.
- Provide backup for all files written to our Novell server.

Other Projects

The Information Technology Support team also acts as the liaison between DMT and the Caltrans Information Technology (IT) group on network and database related projects.